



7926 NE State Route M, P.O. Box 227
 Breckenridge, MO 64625
 PHONE: (660) 644-5411 FAX: (660) 644-5464
 www.greenhills.net



Green Hills Telephone Corporation

Serving the area since 1952

October 3, 2013

Marlene H. Dortch, Secretary
 Federal Communications Commission
 Office of the Secretary
 445 12th Street, SW
 Washington, DC 20554

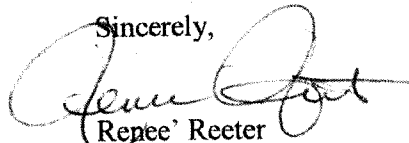
**Re: WC Docket No. 10-90, WC Docket No. 11-42
 2013 ETC Annual Report of Green Hills Telephone Corporation
 Study Area Code 421890**

Dear Ms. Dortch:

Green Hills Telephone Corporation "Green Hills" files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Green Hills seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,



Reece Reeter
 Chief Financial Officer

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

No. of Copies rec'd 0+3
 List ABCDE

REDACTED - FOR PUBLIC INSPECTION

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
OMB Control No. 3020-0060 (OMB Control No. 3020-0010)
July 2013

<010> Study Area Code	421890
<015> Study Area Name	GREEN HILLS TEL CORP
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Renee' Reeter
<035> Contact Telephone Number: Number of the person identified in data line <030>	660-644-5411
<039> Contact Email Address: Email of the person identified in data line <030>	rreeter@ghtc.com

ANNUAL REPORTING FOR ALL CARRIERS		54.315 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0		
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 421890MO510	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 421890MO610	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="checkbox"/>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

421890

<010> Study Area Code

<015> Study Area Name GREEN HILLS TEL CORP

<020> Program Year 2014

<030> Contact Name - Person USAC should contact regarding this data Renee' Reeter

<035> Contact Telephone Number - Number of person identified in data line <030> 660-644-5411

<039> Contact Email Address - Email Address of person identified in data line <030> rreeter@ghc.com

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☐

If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5

<111> year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets

<114> Report how much universal service (USF) support was received

<115> How (USF) was used to improve service quality

<116> How (USF) was used to improve service coverage

<117> How (USF) was used to improve service capacity

<118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

REDACTED - FOR PUBLIC INSPECTION

09/09/2013

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@htc.com

[illegible]

09/05/2013

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renée' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@httc.com

[illegible]

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@htc.com
<810>	Reporting Carrier	Green Hills Telephone Corporation
<811>	Holding Company	
<812>	Operating Company	Green Hills Telephone Corporation

[illegible]

**(400) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3040-0085/OMB Control No. 3040-0019

July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@gtc.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each of these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

REDACTED - FOR PUBLIC INSPECTION

09/05/2013

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0066/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@ghtc.com

Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G) ☐

 REDACTED - FOR PUBLIC INPECTION

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0086/OMB Control No. 3060-0019
 July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@ghtc.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP http://www.greenhills.net/phone/phone_frames.htm

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

REDACTED - FOR PUBLIC INSPECTION

09/05/2013

(2009) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate of Return Carriers Affiliated with Price Cap Local Exchange Carriers

POT Form 483

OMB Control No. 3045-0049/OMB Control No. 3045-0019

July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@ghtc.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

☐
☐
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

☐
☐
☐
☐
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016> Certification Support Used to Build Broadband

☐
Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
 <2021> Interim Progress Community Anchor Institutions

☐
☐
☐
☐

Name of Attached Document Listing Required Information

REDACTED - FOR PUBLIC INSPECTION
 09/05/2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee J. Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@htc.com

[http://www.dhammadownload.com](#)

(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i))	Name of Attached Document Listing Required Information

- Please check this box to confirm that the attached PDF, on line 3012,

Page 11

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@ghtc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: GREEN HILLS TEL CORP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0056/OMB Control No. 3060-0010 July 2013
---	--	--

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	rreeter@ghtc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: GREEN HILLS TEL CORP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: GREEN HILLS TEL CORP	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: 421890	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481
OMB Control No. 3060-D936/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421890
<015>	Study Area Name	GREEN HILLS TEL CORP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Renee' Reeter
<035>	Contact Telephone Number - Number of person identified in data line <030>	660-644-5411
<039>	Contact Email Address - Email Address of person identified in data line <030>	Freeter@ghtc.com
<810>	Reporting Carrier	Green Hills Telephone Corporation
<811>	Holding Company	
<812>	Operating Company	Green Hills Telephone Corporation

[illegible]

REDACTED - FOR PUBLIC INSPECTION

09/05/2013

Green Hills Telephone Corporation's demonstration of complying with applicable service quality standards and consumer protection rules:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

Green Hills Telephone Corporation ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in section 4 CSR 240-32.050 of the Missouri Code of State Regulations;(3)compliance with provisions for Quality of Service as identified in section 4 CSR 240-32.070 of the Missouri Code of State Regulations;(4) compliance with Service Objectives as identified in section 4 CSR 240-32.080 of the Missouri Code of State Regulations;(5) compliance with customer Inquiry procedure as identified in 4 CSR

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

² *Id.* at para. 28.

240-33.060 of the Missouri Code of State Regulations, compliance with Dispute standards as identified in 4 CSR 240-33.080 of the Missouri Code of State Regulations; (6) compliance with truth-in-billing requirements; and (7) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Green Hills Telephone Corporation Ability to Function in Emergency Situations

Green Hills Telephone Corporation ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Missouri Code of State Regulations. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery reserve that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites and has a maintenance program in place as described in section 4 CSR 240-32.060 of the Missouri Code of State Regulations.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

REDACTED – FOR PUBLIC INSPECTION

Green Hills Telephone Corporation (SAC 421890)

ATTACHMENT - LINE 3017

2012 and 2011 ATTACHMENTS REDACTED IN ENTIRETY

REDACTED - FOR PUBLIC INSPECTION